# AppleCare

Congratulations on your new Apple product! We're sure you consider it a valuable investment, so to help you make the most of it, AppleCare offers a range of service and support options that are as easy to use as your Apple product. These options include built-in assistance, World Wide Web sites, documentation, complimentary support, fee-based professional support, and the AppleCare Protection Plan.

## Built-in Support

Your new Apple product comes with some great tools to help you get started using it.

**On-Screen Help for Your Macintosh**
Whenever you have a question about how to use your computer, use the on-screen Help Centre to find the step by step instructions and troubleshooting information you need. From the Macintosh desktop, simply look in the Help menu at the top of the screen (for Mac OS X Server, look in HelpViewer).

**Product Manuals**
The printed or electronic manuals that came with your Apple product provide detailed instructions to help you use the product effectively. A large selection of Apple product manuals in PDF (readable in Adobe Acrobat) are also available for downloading. Some manuals may be available in English only.

## Online Support

The Apple Support web site www.apple.com/support is available to help you 24 hours a day, 7 days a week. You'll find comprehensive product information as well as technical assistance and software updates.

Choose your language from the multi-lingual pop up menu.

**Tech Info Library (TIL)**
Apple's searchable support database includes numerous technical articles, troubleshooting tips, technical specifications, product histories, system configurations, and much more.

**Tech Exchange**
Tech Exchange offers a variety of discussion forums for product-specific information and feedback.

**Software Updates**
The Apple Software Updates site, which contains a complete collection of updates, utilities, and full software installers, is updated daily. Visit the Web site asu.info.apple.com

## AppleCare Protection Plan

Peace of mind about your Apple system. Get three years of service and support for your new iMac, iBook, Power Mac, or PowerBook at one economical price. The plan includes priority telephone access, powerful diagnostic tools, Apple certified repairs, and access to Apple's 24 hour a day Internet support.

**Priority Telephone Access to Apple Experts**

The AppleCare Protection Plan gives you priority telephone access to the people who know your Macintosh system best. They'll walk you through most of the hardware and operating system difficulties you may encounter. The plan covers telephone support for three years from the date you purchased your Apple system (extended from the 90 days included with your equipment purchase).

**Powerful Diagnostic Tools**

Keep your Macintosh running smoothly with TechTool Deluxe, powerful diagnostic software from Micromat. These tools test the major components of your Apple system, including hard drives, processors, RAM, and more. They also check your software and can help you diagnose and fix many software conflicts yourself.

**Apple Certified Repairs**

When repairs are needed, the AppleCare Protection Plan ensures that they'll be performed by certified Apple technicians using genuine Apple parts. The plan covers both parts and labour for three years after the purchase of your Apple system (two years beyond the limited warranty).

**24 hour a day Internet Support**

The AppleCare Protection Plan features access to web sites with loads of valuable Macintosh support information to keep your Macintosh working smoothly. And as an Apple customer, you can subscribe to e-mail updates that will notify you of specific issues that may affect your system.

# Telephone Support

You are entitled to 90 days free support telephone assistance from the date of purchase of your product. If you have a question about the installation, launch, and recovery of supported software, or about configuration of Apple and supported third-party products, call the European Global Support Centre at one of the numbers below. We suggest that before you call, you first try the other options listed in this guide. The first time you call, please be prepared to provide the product's serial number and your Customer Identification Code (CIC) if you already have one. This support is complimentary, but telephone toll charges will apply.

**Phone number**

**Eire**

| | |
|---|---|
| Professional Helpline | 01 407 3000 |
| Consumer Helpline | 01 605 8477 |

**United Kingdom**

| | |
|---|---|
| Professional Helpline | 0990 127753 |
| Consumer Helpline | 0870 8400294 |

If you own a product such as an iMac or iBook call the Consumer Helpline, otherwise call the Professional Helpline. In delivering support, Apple may, at its discretion, for the purposes of monitoring the quality of Apple's response, record part or all the calls between the Customer and Apple. No information will be passed to third parties without the prior written consent of the Customer.

# Obtaining Warranty Services

In order to supply you with the best possible service, you should first call Apple's Support phone number shown in the Telephone Support section. Many symptoms apparently requiring a hardware repair are often caused by the installation of software and can easily be fixed over the telephone. If repair is needed the European Global Support Centre will provide you with guidance.

# AppleCare Professional Support

**AppleCare Professional Mac OS X Server Series**
**AppleCare Professional Multimedia Series**

For detailed information about the AppleCare Protection Plan and AppleCare Professional products, please visit www.apple.com/support

The availability of these Products may vary from country to country.

# Purchasing AppleCare Products

To purchase the AppleCare products:

- visit the AppleStore at www.apple.com/ukstore or call 0800 783 4846 or
- contact your nearest Apple Reseller

  To obtain your nearest Apple Reseller or Authorized Service Provider visit www.apple.com/uk

# Other Apple Resources

**Apple eNews**

*Apple eNews* is a free biweekly electronic newsletter that provides up-to-date information on Apple products, special offers, and company news. Visit www.apple.com/uk to sign up, and we'll send it directly to your e-mail address.

**User Group Program**

Within a user group, you'll find some of the most helpful and knowledgeable computer experts, and they're willing to share their experience and advice. In addition, many user groups schedule speakers and events that give you a chance to keep up to date and learn more about the possibilities of your computer. See www.apple.com/usergroups

**Online AppleStore**

The Apple Store is open for business 24 hours a day, 7 days a week, at convenient locations everywhere—right on the desktops of millions of Mac and Windows users. Please visit www.apple.com/ukstore

**Complimentary Support**

If you are experiencing difficulties that cannot be resolved via information available on the Internet, in the Documentation that comes with your product, or via On-Screen Help call Apple's support number during normal business hours at the phone numbers listed in the Telephone Support section.

You can call for telephone support about installation, launch, and recovery of your products for 90 days, and for repairs for one year, from the date that you purchased those products.

All service offerings described in this guide are available as of November 1999 and are subject to change or discontinuance without notice.

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